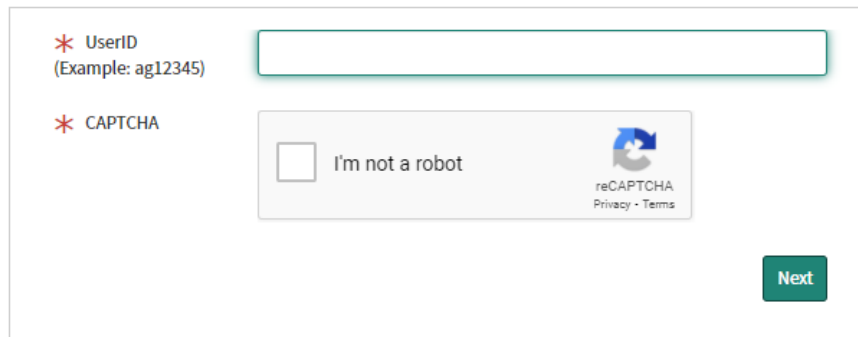


Password Automation

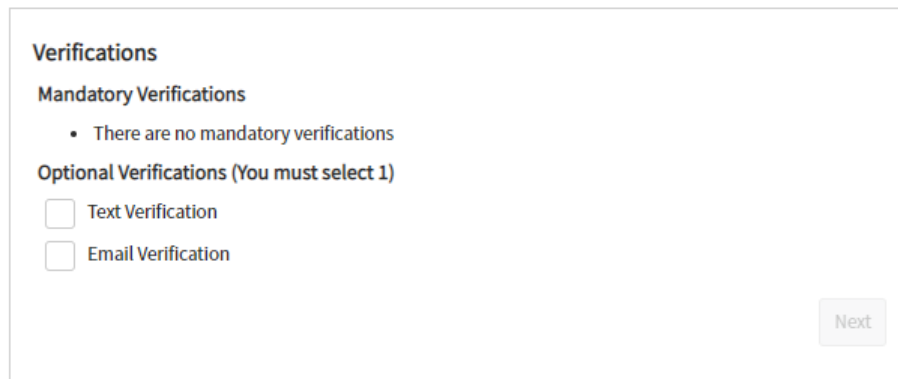
How to Use the Browser to Unlock your Password

1. Click [Self-Service Browser Link](#)
2. Enter UserID and check the box "I'm not a robot" and click "Next".



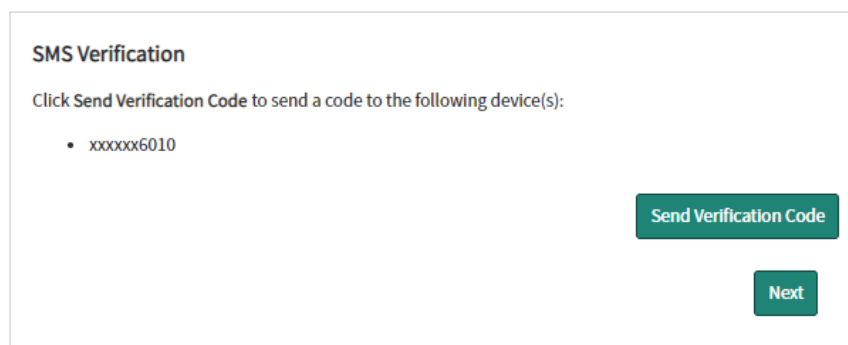
The screenshot shows a login form with two main sections. The first section is labeled "UserID" with a red asterisk and an example "ag12345". It contains a text input field. The second section is labeled "CAPTCHA" with a red asterisk. It contains a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". A green "Next" button is located at the bottom right of the form.

3. Select preferred "Optional Verification" and click "Next" (if you do not have this option proceed to the next step)



The screenshot shows a "Verifications" screen. Under "Mandatory Verifications", it states "There are no mandatory verifications". Under "Optional Verifications (You must select 1)", there are two checkboxes: "Text Verification" and "Email Verification". A greyed-out "Next" button is located at the bottom right.

4. Click "Send Verification Code" and click "Next"



The screenshot shows an "SMS Verification" screen. It instructs the user to "Click Send Verification Code to send a code to the following device(s):". Below this, there is a list with one item: "xxxxxx6010". At the bottom right, there are two buttons: a green "Send Verification Code" button and a green "Next" button.

5. Enter "Verification Code" and click "Next"

SMS Verification

Click Send Verification Code to send a code to the following device(s):

- xxxxxx6010

The verification code has been sent and is valid for 10 minutes. If you do not receive the code within the next few minutes, resend and try again.

* Enter verification code

6. Click "Unlock Account"

Reset Password

Account locked. Click Unlock Account or Reset Password for a new password.

* New password


- ⊗ Minimum 8 Characters
- ⊗ Maximum 28 Characters
- ⊗ At least 1 lowercase letter(s)
- ⊗ At least 1 uppercase letter(s)
- ⊗ At least 1 digit(s)
- ⊗ At least 1 Special Character(s) from these options `~!@#%&*()_+~=[]\`

* Retype password

☐ Show passwords

7. Click "Close"

Password Reset Windows Application (44.7793.23742)

✓ Identify	✓ Verify	✓ Reset
<div><p>Account Unlock Success</p><p><input type="button" value="Close"/></p></div>		

8. Proceed to Login

If you are NOT on the state network you will need to log into your computer with your OLD password, and then log into VPN with you NEW password